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**eCoaching Log System**

**Title:** Generic Reports **eCoaching Log File Layout**

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Prepared by: R&T Date: 03/22/2016

Department, Location: R&T – Oakdale

Approved by: Date:

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 4/11/2016 | Initial | Doug Stearns |
| 09/15/2016 | TFS3972 – eCL Attendance Feed | Doug Stearns |
| 12/08/2016 | TFS4916 – eCL Generic Feed  Modified 1 and 1.1 (removed OTH – Other)  Added 2 and 2.1 (included OTH – Other Generic) | Doug Stearns |
| 12/12/2016 | TFS4916 – eCL Generic Feed  Added number 18 – EmailSent to 2.1 | Doug Stearns |
| 01/06/2017 | TFS5149 – eCL Requirement Document Cleanup  Changed heading 1 to generic reports  Changed EmpID to 20 bytes  Removed heading 2  Renumbered heading 2.1 to 1.2  Updated field names to match files received | Doug Stearns |
| 08/24/2017 | TFS7646 – eCL Discrepancy Feed  Updated 1.1 for new DDT feed | Doug Stearns |
| 10/12/2017 | TFS8597 – eCL DTT Feed Changes  Modified 1.1 5 strFormStatus | Doug Stearns |
| 8/28/2019 | TFS 15095 – ATT - Create feed to eCL for Attendance Policy Earnback | Brian Coughlin |
| 10/21/2019 | TFS15782 – eCL Generic Feed FS Updates | Doug Stearns |
| 07/28/2020 | TFS17716 – eCL Remove GDIT References  Updated throughout as needed | Doug Stearns |
| 10/13/2020 | TFS18833 – eCL Site field size expansion  Updated 1.1 12, 1.2 12 | Doug Stearns |
| 11/30/2020 | TFS19502 – eCL Earn Back Day Feed  Updated 1.2 2 | Doug Stearns |
| 04/05/2022 | TFS24347 -eCL-New data feed for Survey eCLs  Updated 1.1.2, 1.1.4, 1.1.5 and 1.1.13  Also updated 1.2.14 for TFS24382 which was previously missed | Jackie Miller |
| 01/16/2024 | TFS27634 -eCL-Create a new Promotion eCL data Feed  Updated 1.1.2, 1.1.4, 1.1.5 and 1.1.13 | Jackie Miller |
| 6/11/2024 | TFS28262 - -CCO Motivate and Increase CSR-Level Promotions  Updated 1.1.1 | Jackie Miller |

# eCoaching Log Generic Reporting Data File Requirements

## The following chart defines the Generic Other Report Data File Elements and layout format for the eCoaching Log Generic other Report data file.

|  |  |  |  |
| --- | --- | --- | --- |
| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Generic report code that corresponds to the specific report and date.  (DTT – Discrepancy Time Tracking,  SEA – Seasonal Employee Attendance,  SEAA – Unapproved Time – Opportunity,  SEAR – Unapprovied Time – Reinforcement)  SUR – CSR Survey Coaching Initiative  RES-Promotions Feed  CPATH – Motivate and Increase CSR Level Promotions |
|  | strFormType | 20 bytes, Alpha | Indirect |
|  | strSource | 60 bytes, Alpha/Numeric | DTT – Empower  SEA – Internal CCO Reporting  SEAA – Internal CCO Reporting  SEAR – Internal CCO Reporting  SUR– Internal CCO Reporting  RES- Internal CCO Reporting  CPATH-Internal CCO Reporting |
|  | strFormStatus | 30 bytes, Alpha | Status of the evaluation  DTT – Pending Employee Review  SEA – Pending Acknowledgement  SEAA – Pending Acknowledgement SEAR – Pending Acknowledgement  SUR - Pending Supervisor Review  RES- Pending Supervisor Review  CPATH- Pending Supervisor Review |
|  | EventDate | 10 bytes, MM/DD/CCYY | The date when the incident occurred.e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created.  e CSR’s sentuator IDcard as an opportunity or reinforcement |
|  | StartDate | 10 bytes, MM/DD/CCYY | The date when work begins on the evaluation. |
|  | strSubmitterName | 30 bytes, Alpha/Numeric | Name of the submitter |
|  | strSubmitterEmail | 50 bytes, Alpha/Numeric | eMail address of the submitter. |
|  | EmpID | 20 bytes. Alpha/Numeric | Employee ID of the log recipient |
|  | strCSRSite | 60 bytes. Alpha | Name of the employee’s site. |
|  | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | DTT – Opportunity  SEA – Opportunity  SEAA – Opportunity  SEAR – Reinforcement  SUR –Reinforcement or Opportunity  RES- Reinforcement  CPATH - Reinforcement |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Details for the reason for the Coaching |
|  | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare or Marketplace  CPATH – left blank |

## The following chart defines the Generic Other Report Data File Elements and layout format for the eCoaching Log Attendance Earnbacks data file.

|  |  |  |  |
| --- | --- | --- | --- |
| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
| 1 | numReportID | Numeric | Report ID is the unique indicator for the record. |
| 2 | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Report code that corresponds to the specific report and date.  (AED – Attendance Earn Back Day,  APS – Attendance Perfect Shifts (22),  APW – Attendance Perfect Week) |
| 3 | strFormType | 20 bytes, Alpha | Indirect |
| 4 | strSource | 60 bytes, Alpha/Numeric | Internal CCO Reporting |
| 5 | strFormStatus | 30 bytes, Alpha | Status of the evaluation:  Pending Acknowledgement |
| 6 | EventDate | 10 bytes, MM/DD/CCYY | Date of feede CSR’s sentuator IDcard as an opportunity or reinforcement |
| 7 | SubmittedDate | 10 bytes, MM/DD/CCYY | Date of feed  e CSR’s sentuator IDcard as an opportunity or reinforcement |
| 8 | StartDate | 10 bytes, MM/DD/CCYY | Date of feed |
| 9 | strSubmitterName | 30 bytes, Alpha/Numeric | CCO |
| 10 | strSubmitterEmail | 50 bytes, Alpha/Numeric | CCO\_Reports@Maximus.com |
| 11 | EmpID | 20 bytes. Alpha/Numeric | Employee ID to which the Earnback was applied |
| 12 | strCSRSite | 60 bytes. Alpha | Name of the employee’s site. |
| 13 | strCoachReason\_Current\_Coaching\_Initiatives | 20 bytes, Alpha | Reinforcement |
| 14 | txtDescription | 3000 bytes, Alpha/Numeric | |  | | --- | | **For 11 perfect shifts:**  “Congratulations on a fantastic streak of perfect attendance! Your last 11 shifts were perfect and to say thank you for the incredible support, (<Earnback hours in decimal format>) hours of accrued absence are being removed from your record. Keep up the great work!”  +  breakdown of accrued absences removed by date | | **For perfect week:** "Congratulations on a week of perfect attendance! During a critical week for our callers (<defined perfect week in mm/dd/ccyyy - mm/dd/ccyyy format>) your attendance was perfect and to say thank you for the incredible support, (<Earnback hours in decimal format>) hours of accrued absence are being removed from your record. Keep up the great work! "  +  breakdown of accrued absences removed by date | |
| 15 | strProgram | 20 bytes, Alpha/Numeric | Identifies whether the coaching record is for Medicare,Marketplace, or Dual |

## The following chart defines the Generic Report Data File Elements and layout format for the eCoaching Log Generic Report data file.

|  |  |  |  |
| --- | --- | --- | --- |
| **Element #** | **Field Name** | **Max Length / Field Format** | **Description** |
|  | numReportID | Numeric | Report ID is the unique indicator for the record. |
|  | strReportCode | 20 bytes, 3 character report code + CCYYMMDD | Generic report code that corresponds to the specific report and date.  (OTH – Other Generic) |
|  | numModuleID | 1 byte,  Numeric | Module ID the log it to be generated in |
|  | strFormType | 20 bytes, Alpha/Numeric | Indirect |
|  | numSourceID | 3 byte,  Numeric | Source of coaching log  (EC.DIM\_Source) |
|  | isCSE | 1 byte,  Numeric | Whether log is Customer Service Escalation  1 = Yes  0 = No |
|  | numStatusID | 1 byte,  Numeric | Status of the evaluation  (EC.DIM\_Status) |
|  | numCRID | 2 bytes,  Numeric | Coaching reason ID for the log  (EC.DIM\_Coaching\_Reason) |
|  | numSubCRID | 3 bytes,  Numeric | Sub-coaching reason ID for the log  (EC.DIM\_Sub\_Coaching\_Reason) |
|  | Value | 20 bytes, Alpha\Numeric | Value for the coaching log  Opportunity  Reinforcement |
|  | EventDate | 10 bytes, MM/DD/CCYY | The date when the incident occurred.e CSR’s |
|  | EmpID | 10 bytes. Alpha/Numeric | Employee ID of the recipient |
|  | LANID | 50 bytes. Alpha/Numeric | Employee LAN ID |
|  | SubmittedDate | 10 bytes, MM/DD/CCYY | The date when the evaluation is created. |
|  | StartDate | 10 bytes, MM/DD/CCYY | The date when work begins on the evaluation. |
|  | SubmitterID | 10 bytes. Alpha/Numeric | Employee ID of the submitter  999999 |
|  | txtDescription | 3000 bytes, Alpha/Numeric | Details for the reason for the Coaching |
|  | Email Sent | 1 byte,  Numeric | Whether notification already completed  1 = Yes  0 = No |